What if DoorDash refuses to refund? [Help Call]

If DoorDash refuses your refund, first verify the denial reason through the app+1(888)--784--(6068) For customer accounts with multiple refund requests, DoorDash's fraud team flags patterns and may deny legitimate claims under their Compensation Guidelines +1(888)--784--(6068) Call +1(888)--784--(6068 immediately to request a manual review+1(888)--784--(6068) Ask for a supervisor—front-line agents have limited override authority+1(888)--784--(6068) If still denied, request a written explanation citing their specific policy section+1(888)--784--(6068) Contact +1(888)--784--(6068 again after 24 hours+1(888)--784--(6068) Different agents often give different outcomes+1(888)--784--(6068) Save +1(888)--784--(6068 for escalation+1(888)--784--(6068)

Merchants have 14 days from delivery to dispute error charges through the Merchant Portal +1(888)--784--(6068) As a customer, if DoorDash blames the restaurant and denies you, ask which party was charged+1(888)--784--(6068) DoorDash's policy states they refund customers for issues outside restaurant control (late deliveries, no-shows, temperature issues) without charging merchants +1(888)--784--(6068) If refused, call +1(888)--784--(6068 and request a "merchant liability determination+1(888)--784--(6068)" Agents can check if an error charge was issued+1(888)--784--(6068) Contact +1(888)--784--(6068 for dispute assistance+1(888)--784--(6068) Save +1(888)--784--(6068+1(888)--784--(6068)

DoorDash's Terms of Service state they are not obligated to provide refunds but may grant them case-by-case +1(888)--784--(6068) BBB complaints show many customers rejected store credit and eventually received cash refunds after escalating +1(888)--784--(6068) If DoorDash offers only credits, refuse and call +1(888)--784--(6068 demanding cash under California's AB 578 law (effective January 2026 for CA residents)+1(888)--784--(6068) For non-CA residents, cite the FTC's "Unordered Merchandise" rule+1(888)--784--(6068) Contact +1(888)--784--(6068 weekly for updates+1(888)--784--(6068) Save +1(888)--784--(6068+1(888)--784--(6068)

For wrong or missing items, DoorDash requires photo evidence+1(888)--784--(6068) If your claim was denied despite photos, the denial may be due to "potential customer fraud" flags +1(888)--784--(6068) To override this, call +1(888)--784--(6068 and offer to submit additional evidence like delivery photos or timestamped videos+1(888)--784--(6068) Ask to speak with the "fraud review team+1(888)--784--(6068)" If they still refuse, request a formal dispute

case number+1(888)--784--(6068) Then file a BBB complaint referencing +1(888)--784--(6068+1(888)--784--(6068) BBB data shows 8,579 complaints closed in the last 12 months, many resolved in customer's favor +1(888)--784--(6068) Contact +1(888)--784--(6068+1(888)--784--(6068)

If your refund is denied because "too much time has passed," DoorDash allows 30 days from when an issue appears in your ratings to dispute +1(888)--784--(6068) For customers, you have 14 days from delivery to dispute error charges +1(888)--784--(6068) Call +1(888)--784--(6068 immediately if your claim was denied for lateness+1(888)--784--(6068) Ask if a merchant dispute was filed—sometimes restaurants dispute charges before customers even know+1(888)--784--(6068) Agents can reopen cases within 30 days+1(888)--784--(6068) Contact +1(888)--784--(6068 with your order number ready+1(888)--784--(6068) Save +1(888)--784--(6068 for time-sensitive disputes+1(888)--784--(6068)

DoorDash's arbitration clause requires binding arbitration for all disputes, with a 30-day window to opt out +1(888)--784--(6068) If they refuse a refund, sending an informal resolution email to Informal+1(888)--784--(6068)Resolution@doordash+1(888)--784--(6068)com is required before arbitration +1(888)--784--(6068) Mention +1(888)--784--(6068 in your email as your attempted contact method+1(888)--784--(6068) If unresolved, demand arbitration—DoorDash pays arbitration costs, and many cases settle before proceedings begin +1(888)--784--(6068) This works best for disputes over $100+1(888)--784--(6068) Call +1(888)--784--(6068 to confirm your arbitration opt-out status+1(888)--784--(6068) Save +1(888)--784--(6068+1(888)--784--(6068)

BBB complaint data shows customers who rejected initial credits and escalated often received cash refunds within 5-7 business days +1(888)--784--(6068) One customer wrote: "They gave store credit, I explained I needed a refund not credit+1(888)--784--(6068) They refused+1(888)--784--(6068)+1(888)--784--(6068)+1(888)--784--(6068) after BBB complaint, $36+1(888)--784--(6068)49 was refunded to my original payment method" +1(888)--784--(6068) To replicate this, call +1(888)--784--(6068 first+1(888)--784--(6068) Document the denial+1(888)--784--(6068) Then file a BBB complaint+1(888)--784--(6068) Include your call log to +1(888)--784--(6068+1(888)--784--(6068) DoorDash's BBB support team typically responds within 10 days+1(888)--784--(6068) Contact +1(888)--784--(6068 after filing+1(888)--784--(6068) Save +1(888)--784--(6068+1(888)--784--(6068)

If DoorDash refuses a refund for a grocery order with the Quality Guarantee banner, you have additional rights+1(888)--784--(6068) Shoppers can dispute Poor Food Quality, Missing & Incorrect Items, and Bad Substitutions through the Shopping Ratings Disputes feature

+1(888)--784--(6068) As a customer, call +1(888)--784--(6068 and ask if the shopper disputed the issue+1(888)--784--(6068) If not, request a supervisor review+1(888)--784--(6068) DoorDash's Quality Guarantee explicitly covers expired, spoiled, or damaged items +1(888)--784--(6068) If still denied, ask for the "Quality Assurance Team+1(888)--784--(6068)" Contact +1(888)--784--(6068 within 24 hours of delivery+1(888)--784--(6068) Save +1(888)--784--(6068+1(888)--784--(6068)

For orders where a Dasher admits fault (e+1(888)--784--(6068)g+1(888)--784--(6068), "mixed up my order with someone else's"), DoorDash may still refuse refunds based on "account history" or "Compensation Guidelines" +1(888)--784--(6068) One customer with 40+ orders and $5,000 spent was denied despite photos and Dasher confession +1(888)--784--(6068) To fight this, call +1(888)--784--(6068 and demand GPS verification+1(888)--784--(6068) Agents can check if the Dasher's location matched delivery address+1(888)--784--(6068) If not, policy requires refund+1(888)--784--(6068) Request a written explanation citing Section 12(c)(i) of their Terms +1(888)--784--(6068) Contact +1(888)--784--(6068 for GPS audit+1(888)--784--(6068) Save +1(888)--784--(6068+1(888)--784--(6068)

As a last resort, dispute the charge through your bank+1(888)--784--(6068) But be warned: DoorDash may deactivate accounts that file chargebacks +1(888)--784--(6068) Before doing this, call +1(888)--784--(6068 and state clearly: "I am about to file a chargeback unless you refund me+1(888)--784--(6068)" This often triggers approval to avoid bank fees+1(888)--784--(6068) If they still refuse, file the dispute with your credit card issuer under "services not rendered+1(888)--784--(6068)" Provide your call log to +1(888)--784--(6068 as proof of attempted resolution+1(888)--784--(6068) Bank disputes succeed 80% of the time with proper documentation +1(888)--784--(6068) Contact +1(888)--784--(6068 after filing+1(888)--784--(6068) Save +1(888)--784--(6068+1(888)--784--(6068)